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Application ID:

Title of Invention:

10735470

METHOD AND APPARATUS FOR

PROVIDING INTEGRATED

CUSTOMER CARE AND WORK-

FLOW MANAGEMENT

First Named Inventor:

Anand Kumar

Domestic/Foreign Application:

Domestic Application

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> Title of Invention

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Submitted by:	Elec. Sign.	Sign. Capacity
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney

Documents being submitted

Files

us-ids

nisc4-usidst.xml

us-ids.dtd

us-ids.xsl

Comments



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

Title of Invention

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or 20030065529 or 20020156797 or

20030028451 or 20030023453 or 20020198629

or 20010024497 or 20030069780 or 20030009401 or 20020188497).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
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	2	5943656	1999-08-24	Crooks, et al.			
	3	6526409	1996-09-10	Leenstra, et al.			
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	5	6453038	2002-09-17	McFarlane, et al.			
	6	6334116	2001-12-25	Ganesan, et al.			
	7	6317718	2001-11-13	Fano			
	8	6182060	2001-01-30	Hedgcock, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20030065529	2003-04-03	Pitchaikani, et al.			



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	3	20030028451	2003-02-06	Ananian	
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Signature

Examiner Name	Date